

Public Buildings

City of Newton Performance Management
March 2011 Scorecard



Traffic Light Key

Green = actual value meeting or exceeding the target
Yellow = actual value within 10% of meeting the target
Red = actual value more than 10% away from meeting the target



Trend Key

Up = actual value has improved since last reporting period
Right = actual value has stayed the same since last reporting period
Down = actual value has worsened since last reporting period

Metrics measured monthly unless otherwise noted

Traffic Light	Trend	Performance Metrics	Actual	Target	Variance
1. Clean and maintain City buildings					
		# of Work Orders Requested	311	300	11
		# of Work Orders Completed	268	325	57
		# of Work Orders Completed Per Day Per Craftsman	1.567	1.5	0
		% of emergency or safety requests completed within 24 hours	100	100	0
		Number of outstanding workorders	501	750	249
		% of high priority requests completed within 24 hours	80	95	15
		% of medium or low priority work requests completed within 7 days	72	90	18
2. Manage utility and energy upgrades and consumption					
		% reduction in Electricity Consumption from FY08	13	20	7
		% reduction in Natural Gas Consumption from FY08 (yearly)	-5	10	15
		% reduction in Oil Consumption from FY08 (yearly)	21	20	1
3. Plan, implement, and oversee capital projects					
		% of capital projects under budget	83	95	12
		% of capital projects on time according to schedule	59	95	36

Notes

Building maintenance data comes from the month prior to the reporting period.
Additional natural gas consumption is a result of heating system conversions from oil to gas, a cleaner and "greener" fuel source.